



S/N 10/015,250

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: John Ruckart Examiner: James Kramer
Serial No.: 10/015,250 Group Art Unit: 3627
Filed: December 12, 2001 Docket No.: 60027.0317US01/BS01253
Title: Methods and Systems for Communicating with Customers

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence and the paper(s), as described herein, are being deposited in the United States Postal Service, as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450, on August 30, 2004.

By: _____

Leonard J. Hope
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AMENDMENT AND RESPONSE UNDER 37 C.F.R. §1.114

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

The applicants respectfully request continued examination and consideration of the following amendments and remarks contained herein in response to the final Office Action mailed May 28, 2004. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

A Request for Continued Examination (RCE) is filed with this Amendment.

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 7 of this paper.

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GROUP 3600